



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending March 31, 2010

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.90	3.20	3.70	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	3.16	3.72	2.71	3.20
C. Repair Office Answer Time [730.510(b)(1)]	17.00	16.00	24.00	19.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.00	14.00	11.00	17.67
E. Percent of Service Installations [730.540(a)]	97.89%	99.20%	100.00%	99.03%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	92.45% *	100.00%	100.00%	98.48%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.10	1.00	2.50	1.87
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	14.00%	5.00%	9.67%
I. Percent of Installation Trouble Reports [730.545(f)]	6.32%	5.60%	5.26%	5.73%
J. Missed Repair Appointments [730.545(h)]	16	2	30	16
K. Missed Installation Appointments [730.540(d)]	2	1	0	1

Comments



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